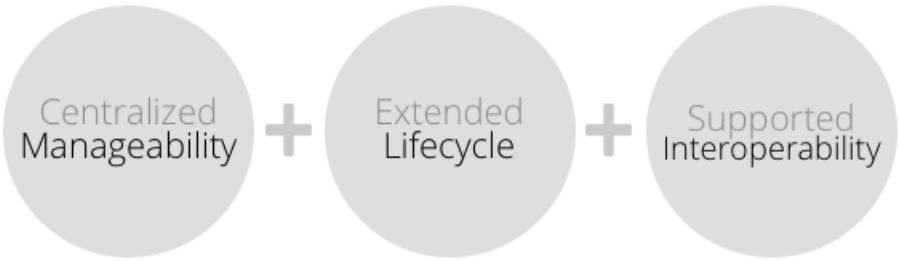
KETS Instructional Device Guidelines



The instructional device market continues to grow and expand. Having device product standards and contracts has been a foundational effort for the Kentucky Educational Technology System (KETS) program since its existence. KETS Instructional Device Standards are in place and have been established for enterprise class devices. Recent innovations in computing devices, however, have realized two issues with the KETS ID Standards, namely 1) a blurring of the lines between what makes up an "enterprise" device and what makes up a "non-enterprise" grade or class device, and 2) the rapid creation of whole new categories of instructional devices. With these facts in mind, the focus of this document is to provide guidelines to consider when selecting and purchasing new instructional devices. Additionally, these guidelines will assist in determining whether a device is an "enterprise" level device that must be purchased through the KETS Instructional Device Standards, or a "non-enterprise" class device, which may be purchased outside of the KETS contract mechanism, while continuing to adhere to model procurement code and local district policy.

Quick Steps:

1. First, determine what you want to do instructionally, and then match the device up with that.
2. Next determine operational, management, and support strategy in order to achieve success.
3. If the strategy dictates an enterprise class approach, refer to the KETS product standards and contract holders.
4. If the strategy dictates a non-enterprise class approach, then consider the following guidance for non-enterprise class devices (see below).

Defining an Enterprise Class Device:

A device is determined enterprise grade if **all three** categories are achieved. *Special note: contrary to general perception, this determination does not hinge on form factor, appearance, and/or price.

1. **Centralized Manageability** – The device can be managed through enterprise systems such as: Active Directory, Group Policy (GPO), WSUS, Antivirus (the ability to push policies, updates, patches, etc. from a central location or network system).
2. **Long or Extended Life Cycle** – The device is expected to be in use for 3 to 5 years. As an example question to ask, is the device issued to a student as a freshman, and expected to have a viable 4-year lifespan (through graduation)? Manufacturers sometimes determine this by limitations on the OEM Warranty (both Hardware and Operating System or OS Support), on-site repair, and availability of depot parts.
3. **100% supported interoperability with Enterprise Applications** – Full support from the KETS Service Desk can be expected with devices that can run enterprise applications such as CIITS, IC, Munis, KDE endorsed online assessments. Enterprise applications are often rich client/ client based, or compatible with full browser version (not mobile versions of a web browser). The OS and software that can be installed on the device also speaks to the level of enterprise support and management. ***KETS/ KDE backing of the contract terms and conditions.

Note: *Enterprise class devices shall be purchased from a KETS Contract. Devices that do not compete with KETS product or technical standards, and are not determined to be enterprise class devices, are not required to be purchased from a KETS contract. Therefore, a KETS contract waiver is not needed.*

Non-Enterprise Class Device Guidance:

If the device is not enterprise grade, the following best practice concepts should be explored:

1. Intended Use
    a. Determine what the devices will be used for. Example: Assessments, basic Internet access, content creation, digital textbook consumption, etc. This will help determine the form factor and Operating System (OS) that is most appropriate. It will also help determine if accessories are needed.
    b. Will the device be assigned to a single user or shared?
    c. Leaders should think through and plan for the required management strategies, replacement/sustainment strategies, and operational support strategies in leveraging this device selection.

2. Warranty and Lifespan Expectations
    a. Set the correct expectations – There is no KDE/State leverage in terms of support with vendor issues for non-enterprise class devices. Non-enterprise devices have not undergone review or evaluation by the KDE, and have not been confirmed to meet the KDE standards or recommended guidelines.
    b. If purchasing and deploying devices that are not determined to be enterprise grade, district and school level leadership teams should be prepared for shorter refresh cycle expectations, resulting in different measures of sustainability.
    c. Determine the scope and duration of manufacturer warranty. If additional warranty can be purchased, weigh the additional cost and lifecycle expectations against the overall cost of the device.

3. Buy a Few & Test
    a. Prior to making purchases for a large quantity of a particular device, full end user usability and technical reviews should be a major part of the adoption plan. End user experiences and technical management experiences should meet the desired outcomes.
    b. Consider exploring if the device is agile and flexible enough to meet the changing instructional practices that meet the vision of school and district leadership.
    c. Is the device durable enough for the environment in which it will be used?
    d. Consider reviewing the following specifications: screen size and resolution, processor type and speed, RAM, available storage space, quality of camera(s), battery life, available inputs and outputs, touch responsiveness (touch or non-touch - if applicable).

4. Price/ Cost
    a. In general terms, the price of a device is relational to the expectations on supportability, life span or life cycle, and manageability.
    b. Consider related costs, such as software and/or servers for managing devices and accessories. As well as device accessories such as keyboards, protective cases, etc.

5. OS & Software/ Apps
    a. Does the device run the full version of Software or only run individual apps from an app store?
    b. Is there a game plan on how to purchase from an app store and how install applications across multiple devices?
    c. What is your method of ensuring virus protection and software updates for non-enterprise class devices?